

What is claimed is:

- Suba 17
1. A packet switched call center communications system for delivering voice over Internet Protocol telephone calls to any of a plurality of attendant positions serving a subscriber, comprising:
    - a) a data base administerable by said subscriber; said database including a subscriber-defined questionnaire for eliciting from callers information concerning the nature or purpose of the call to the subscriber;
    - b) means operable incident to an incoming call arriving to said subscriber for submitting a respective subscriber-defined questionnaire to a caller;
    - c) means for processing a questionnaire returned by said caller to ascertain the nature or purpose of the call; and
    - d) means responsive to said questionnaire processing means for displaying to said attendant positions the nature or purpose of each incoming call.
  2. A packet switched call center communications system according to claim 1, wherein said means for displaying displays a queue of calls incoming to said subscriber.
  3. A feature server programmed according to claim 2, wherein said means operable for submitting said questionnaire includes means controllable by any of said attendants.
  4. A packet switched call center communications system according to claim 1 wherein said means for processing said questionnaire includes means for indexing a questionnaire according to the caller's directory number.

5. A packet switched call center communications system according to claim 3 wherein said means for displaying displays the status of completion of the information gathering form associated with each of said calls in said queue.
6. A packet switched call center communications system according to claim 3 wherein said means for displaying displays the time each of said calls has remained in said queue.
7. A packet switched call center communications system according to claim 3 wherein said means for displaying displays a plurality of options for selectively controlling the disposition of calls in said queue.
8. A packet switched call center communications system according to claim 3 wherein said means for processing said questionnaire includes means for spotting text entered into said questionnaire by said caller.
9. A packet switched call center communications system according to claim 8 wherein said means for text spotting searches said questionnaire to ascertain the name of a party associated with said subscriber.
10. A call center communications system according to claim 9 wherein said means for text spotting initiates a search of said data base to locate a directory number corresponding to said name.

11. A packet switched call center communications system according to claim 1 wherein said means for displaying displays a queue of incoming calls and the priority accorded to each of said calls displayed in said queue.

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12. A packet switched call center communications system according to claim 11 wherein said means for displaying includes means for altering the priority to be accorded to any of the calls in said queue.

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13. A packet switched call center communications system according to claim 11, wherein an individual call may be accorded a priority within the call queue that is frozen such that no subsequent call may reduce said individual call's position in the queue.

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14. A packet switched call center communications system according to claim 11, wherein calls in said queue may be accorded relative priorities according to a calling-party-defined urgent call status.

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15. A packet switched call center communications system according to claim 12, wherein said call queue permits calls from return callers to be accorded a queue position which takes into account the call's queue position during the previous call.

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16. A packet switched call center communications system according to claim 13, wherein a return call is advanced within the current call queue to a value equal to its position in the previous call queue.

~~A packet switched call  
in said call remains in the  
call back request.~~

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